

QUESTIONS FROM 2006 TRANSITION SUMMIT SET 1

QUESTION: Will presenters' slides be available on-line?

ANSWER: They are available as of September 11, 2006. at gsa.gov/networxtransition. Select the "Networx Transition Library" and then "GSA Networx Transition Summit Briefings."

QUESTION: Given the \$275 fee, why was no lunch included? Lunch would have kept people together.

ANSWER: The \$275 registration fee included room rental, breaks, reception, and miscellaneous fees associated with the conference. If we had included lunch, the fee would have increased, and we wanted to keep it as low as possible. Also, since the conference took place in one room for two days, we thought attendees would like time to move around and visit a different venue. With the numerous places for lunch in Reston Town center, we were able to do that and allow 90 minutes for lunch.

QUESTION: When will agency version of pricing tool be available (a) to play with, (b) to be trained on, (c) to use for selection analysis?

ANSWER: GSA intends to deliver the first phase of the Networx Pricer to support agencies' fair opportunity decisions beginning at Notice to Proceed for Networx Universal, which is currently targeted for Apr 07. We are developing a more detailed plan and schedule for user testing and training and will share that information through the Operations Working Group when it is available.

QUESTION: How do we get a list of our CLLI codes? Are CLLI codes unique to an address, or do different agencies in the same building have different CLLI codes?

ANSWER: Agencies do not need to know the codes for their locations to order service. An Agency indicates the street address to which service is to be delivered, the contractor verifies the address in Telcordia's system, and the contractor receives the appropriate code, which it indicates back to the Agency on the order acknowledgments and billing records. The Networx program uses a Network Site Code and a Networx Inventory Code, and the contractors will use Telcordia's CLLI™ system to generate both codes. The Network Site Code is a unique code used to represent buildings, structures, enclosures, or other locations. The Network Site Code has eight characters. The first four are the Geographical representation of the city, the next two are the Geopolitical representation of the state or country, and the final two represent the building associated with that Geographical/Geopolitical pair. The Networx Inventory Code is eleven characters, the first eight of which are the Network Site Code, and the last three represent the contract and the service ordered by the Agency at the Network Site Code.

QUESTION: What “motivational” feature of the Networx contract is in place for vendors to take thousands of orders (& assoc. BHCs) and enter them in manually vice bulk ordering? I understand there will be penalties involved, but if it is more cost effective for a vendor to take a penalty hit vice paying an employee to enter in hours worth of data, the vendor will choose the most cost-effective option.

ANSWER: The Networx RFPs do not include penalties. They do contain service level agreements (SLAs) that define thresholds at which the contractors will owe credits to agencies for failure to meet the SLAs. Contractors will offer several options for agencies to submit orders, and we encourage agencies to use the electronic options, particularly the web-based order entry capability. This will provide greater accuracy and efficiency of order entry and facilitate provisioning within the SLAs for provisioning intervals. Furthermore, agencies have the opportunity to submit orders in groups. These options include bulk orders (a single order for multiple instances of the same service from a single ordering Agency), multiple orders placed simultaneously (multiple orders contained in a single file from a single ordering Agency), and project orders (any grouping as the agency defines it, such as for multiple sites or complex or mission-critical requirements).

QUESTION: The Cisco rep was very knowledgeable, but he never directly answered his own question of "why was Cisco on the panel?" An actual answer would help resolve much of the evening's discussion of why. We were all appreciative of his being there but are left hanging for his answer.

ANSWER: Networx is more than just a transmission contract vehicle. With over 50 services available on Networx, ranging from traditional circuits to Voice over IP solutions, teleworking and collaboration, Networx represents a paradigm shift from the previous FTS procurement vehicles. Cisco Systems is a provider of these new technologies and solutions to many of the Federal Government agencies.

QUESTION: Are the OSS (Operations Support System) for the exclusive use of the government? Are the OSS required to connect to the carrier provisioning system?

ANSWER: Networx requires the contractors offer a web-based portal through which government agencies may conduct functions such as ordering, billing, customer service, and network management. Contractors also must offer alternative means of performing these functions, should agencies choose not to use the web-based capability. The Networx requirements do not dictate how the contractors connect or configure their OSS or that they be used exclusively for the government; nonetheless, contractors are required to have security controls on those systems to protect government data the OSS process and store.

QUESTION: Regarding the FISMA/Certification & Accreditation discussion: Will the comprehensive RFP extract of requirements and the FISMA compliance monitoring guidelines be made available to bidders? Would help assure compliance prior to OSS C&A.

ANSWER: The RFP extract of security requirements is intended for government use only. Offerors on the Networkx acquisitions must comply with the requirements as stated in the RFPs and should refer to those documents for the definitive set of requirements. GSA will inform offerors of any pertinent elements of the compliance monitoring guidelines after the document is finalized.

QUESTION: Would GSA support winning Networkx vendors who are incumbent FTS2001 or Cross-over vendors to issue statements or documentation that describes and quantifies what actions, workload, and costs an agency can avoid by remaining with incumbent? For example, for circuit "x", same place and same service under Networkx as currently under FTS2001, is a physical disconnect, new circuit needed? A new circuit ID? Nothing more than an administrative contractual billing/CLIN change? Can an entire existing network be moved from one contract to the new one by the incumbent vendor as a bulk order (from agency's perspective)? Purpose of question is to aid financial analysis by agency of workload cost for transition and fair opportunity analysis.

ANSWER: Please reference RFP Section B.1.3.8 for information about applicable prices from an incumbent. Pricing information will be available through the GSA-provided pricing tool, which will contain all of the awarded unit prices. Each contractor will be required to post a redacted version of its contract on the web. Limited access to unredacted versions of the contracts will be available with additional safeguards. Furthermore, each contractor will have a Transition Plan that Agencies can examine as part of their fair opportunity criteria, and each contractor will hold a program launch during which they could also discuss their approach to transition. Should the Agency still need to contact contractors to get additional information, an Agency should follow the post-award Statement of Work process, as outlined in Section G.4 of the RFP. Agency contracting officers are given broad discretion when making the fair opportunity decision but the process utilized must be defined and documented prior to the consideration and cost or price must be a consideration in the decision.

RFP Section J.11 defines the term "Bulk Order" as "A single order submitted by authorized persons, directing a contractor to provide multiple instances of the same service from a single ordering agency." An existing network may be better defined as a "Project" (again reference Section J.11 of the RFP) than a "Bulk Order." A "Project" is defined as: "A project requires special treatment by the contractor due to the size, complexity, or importance of the services ordered as a project. The customer may request that the order be implemented as a project. In such cases, the contractor shall develop a Service Delivery Project Plan or Transition Project Specific Plan with FOC dates for each individual service, whose provisioning intervals will be as agreed to between the contractor and the ordering Agency."

QUESTION: Does GSA mandate when vendors must have DAR's ordering training classes available? What if training slot backlog occurs (like service order backlog)?

ANSWER: RFP Section C.3.7.2.3. Step 3 requires that the Contractor have a "Course Catalog" available within 30 calendar days of the Notice to Proceed. This includes schedule information and all information required for users to register for classes. DAR training from the Networx contractor is not required for ordering services, but it is highly recommended. Training is available through a variety of delivery methods. Per RFP Section C.3.7.2.4 Step 4, these methods include "meetings and briefings, classroom, seminars, instructor-led and non-instructor on-line web based, self study, video-conference, and manuals/desk top guides." Given the diverse methods of training available, there should not be a backlog that prevents an Agency from ordering Networx services.

QUESTION: How is GSA tracking fair opportunity? Do we have to register our completion of fair opportunity with GSA before ordering a service? Will the process be different for transition orders versus new requirements that may come up?

ANSWER:
GSA does not "track" fair opportunity decisions. Making and documenting the Fair Opportunity decision(s) is just one step the Agency makes in the transition process, which will be tracked. GSA will track Agencies' selection of contractors for transition orders in accordance with the Networx Taxonomy (see your TWG representative for more information). Notification of this selection is required to be eligible for transition credits; it is not required before placing orders. Agencies are also reminded of the requirement to submit orders promptly to be eligible for transition credits. New requirements, separate from transition, still require a Fair Opportunity decision.